

REFUND PROCEDURES

How do I return funds to the Department?

Funds should be returned using the **Electronic Refund** function in GAPS. The Electronic Refund function can be accessed from the GAPS 'Main Menu'.

In addition, the Department will continue to accept refund checks. The Lockbox address is as follows:

U.S. Department of Education, P.O. Box 952023 St. Louis, MO 63195-2023

When a grantee/payee returns funds, a single return payment can be sent to the Department, accompanied by a memo entry in the record identifying the individual grant awards by amount and DUNS number.

How do I access the Electronic Refund function?

- Log into GAPS using your user id and password
- At the Main Menu, click on 'Refund'.
- The 'Refund Menu' lists several options.
- A user can select one or more of the following refund options:
 1. Refunds To Open Awards
 2. Refunds to Closed Awards
- Once an option is selected, click on 'Initiate Refund' to begin the refund transaction.

***It is important to note, that once a refund is initiated, GAPS will transfer the user to Mercantile Bank's Website for processing. Grantees will need to log back into GAPS once a refund transaction is complete.**

What happens the first time I go to the refund function?

First-time users will be transferred to the Bank Account Management screen to verify their bank information. This information was initially loaded to the refund system from the GAPS database. After verifying that the bank information is correct, click on the 'I accept, update' button to confirm your bank information. If the bank information is not correct, enter the bank information that applies to returning funds to the Department and click on "I accept".

NOTE: Updating bank account data through the Refund function, does not update the bank account data for receipt of payment requests in GAPS.

Do I need to verify every bank account before I can use the account for refunds?

Yes, every bank account must be verified before it can be used. A bank account that has not been verified will be in 'Unconfirmed' status. To verify a bank account, click on the Bank Account Management button on the Main Refund screen, edit the bank account by clicking 'Edit' on the options column. Verify that the bank information is correct, then click 'I accept, update' at the bottom of the page. The status of the account will change to 'Confirmed'.

What happens if my bank account information needs to be changed?

Click on the 'Bank Account Management' button on the Main screen to change any bank account information. Remember to click the 'I accept, update' button at the bottom of the Bank Account Management screen. **NOTE:** Updating bank account data through the Refund function, does not update the bank account data for receipt of payment requests in GAPS.

When will the refund appear in GAPS?

After an electronic refund has been initiated, grantees should expect to see the refund posted to GAPS within two business days.

How can a Grantee obtain reports of its refunds?

The grantee information is available on-line. The grantees can produce a report by clicking on the 'Reports' button in GAPS. Refund information will not be available in GAPS for at least two business days.

How can I get additional information?

At anytime while in the Refund system, you may click on the 'Help' button to receive additional information or contact the Helpdesk at 1-888-336-8930.